

**Administrative Assistant  
Sample Performance Element**

**EXAMPLE 1**

**ELEMENT: Administrative Support**

**The supervisor is routinely satisfied that the employee usually performs in the following manner.**

1. Incoming correspondence is routed timely within the office. Outgoing correspondence and reports are finalized in advance of individual deadlines.
2. Visitors and callers are treated with courtesy. Visitors and callers are correctly referred. Messages are delivered as soon as possible, within \_\_\_\_\_ minutes/hours of receipt.
3. The supervisors calendar accurately reflects all meetings and appointments. Schedule allows sufficient time between meetings without conflicts. Meeting space is available as arranged, and attendees are timely notified.
4. Timekeeping reports are accurate and up-to-date.
5. Travel arrangements and associated documents are prepared within \_\_\_ days of receipt (for domestic travel) and \_\_\_ days of receipt (for international travel). Vouchers are processed within \_\_\_ days of receipt.

**EXAMPLE 2**

**Administrative Support Results.** Products or services include a file system, time and attendance records, a calendar, travel arrangements, and draft correspondence.

The supervisor typically finds that:

1. Files are easily retrievable, logically organized, clearly labeled, and neat, with documents usually filed within 3-5 days of receipt;
2. Calendar is consistently accurate with proper additions and deletions, reflecting realistic scheduling, with changes made quickly, and a hard copy provided to supervisor in accordance with personal preference, with no more than three noted errors per quarter;
3. Travel arrangements are realistic, meet the traveler's expectations in terms of timeliness and accommodation to extent possible and confirmation is received prior to travel. Travel orders and vouchers are completed in accordance with regulations, policy, and automated procedures. Vouchers are completed usually within 3 days of receipt of traveler's documentation; and
4. Draft correspondence is clear, logical, follows Plain Language guidelines, and is presented to supervisor generally \_\_\_ working days before due date or \_\_\_ days after receipt of initiating event.

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### **Element: Office Information**

The supervisor typically finds that:

1. Messages are given to appropriate persons usually within 3 working hours of receipt or when the person returns to the office, and contain the caller's name, organization, phone number, date, time, and subject of the call; and
2. Information provided is generally accurate, meets the customer's requirements, and is given from 6 hours to 3 working days after the request is made depending upon the complexity of the issue requiring research or when information is needed from others who are not available.

### **EXAMPLE 3: CLERICAL -- Receptionist**

#### **Element: Reception/Clerical Support**

**The rating official is generally satisfied that the employee usually performs as follows:**

1. Customers Welcomed
  - opens office promptly at \_:00 a.m.
  - consistently conveys helpful, professional manner
  - provides accurate information
  - demonstrates a customer service orientation
  - secures back-up for times of absences from desk
2. Phones Answered
  - answers with a professional greeting
  - speaks clearly and distinctly
  - uses all functions of phone (hold, transfer, etc.) in knowledgeable and customer-friendly manner
  - takes messages accurately and completely
3. Incoming/Outgoing Mail Processed and Distributed
  - sorts and date stamps incoming mail
  - distributes to individual mailboxes in a timely fashion
  - logs in packages and notifies recipients
  - prepares FEDEX and UPS documentation correctly
  - takes outgoing mail to mail room in time for pick-up times
  - forwards mail as needed
4. Files Maintained
  - keeps files in organized fashion so that materials are easily located
  - refiles material within 1/2 day of return
  - checks out files as requested, using proper office procedures
5. Materials Copied
  - accurately duplicates materials within 4 hours of receipt or as requested
  - collates and staples materials to assure professional appearance
  - maintains copier machine, resolves problems and contacts service personnel as needed